

COMPLAINTS RESOLUTION PROCEDURE

You have a Complaint?

For a complaint to be included in the College Complaints Handling Register it must be in writing, not a query and clearly state that it is a complaint.

FIRST STEP:

If appropriate, take complaint up with person involved. If this is not possible, take complaint directly to the Supervisor of the person involved.

Complaint to be recorded in Complaints Handling Register.

IF UNRESOLVED

SECOND STEP:

If the Supervisor of the person involved hasn't already been included in discussions, complaint to be discussed with both person involved and Supervisor.

Complaint to be recorded in Complaints Handling Register if not previously registered.

IF UNRESOLVED

THIRD STEP:

Complaint to be taken and discussed with the Principal (or the Board Chair if the complaint relates to the Principal—Board Chair required to inform rest of the Board), with the intention to resolve informally.

Complaint to be recorded in Complaints Handling Register if not previously registered.

IF UNRESOLVED

FORTH STEP:

If the complaint remains unresolved after informal discussions, it should be lodged in writing to the Principal (or the Board Chair if the complaint relates to the Principal—Board Chair required to inform rest of the Board), including a summary of outcomes to date.

Complaint to be recorded in Complaints Handling Register if not previously registered.

IF UNRESOLVED

FIFTH STEP:

Principal to escalate complaint to the Board in writing, including an updated summary of outcomes to date.

Complaint to be recorded in Complaints Handling Register if not previously registered.

IF UNRESOLVED

SIXTH STEP:

If complaint remains unresolved, Board to consider appropriate external mediation.

Complaint to be recorded in Complaints Handling Register if not previously registered.